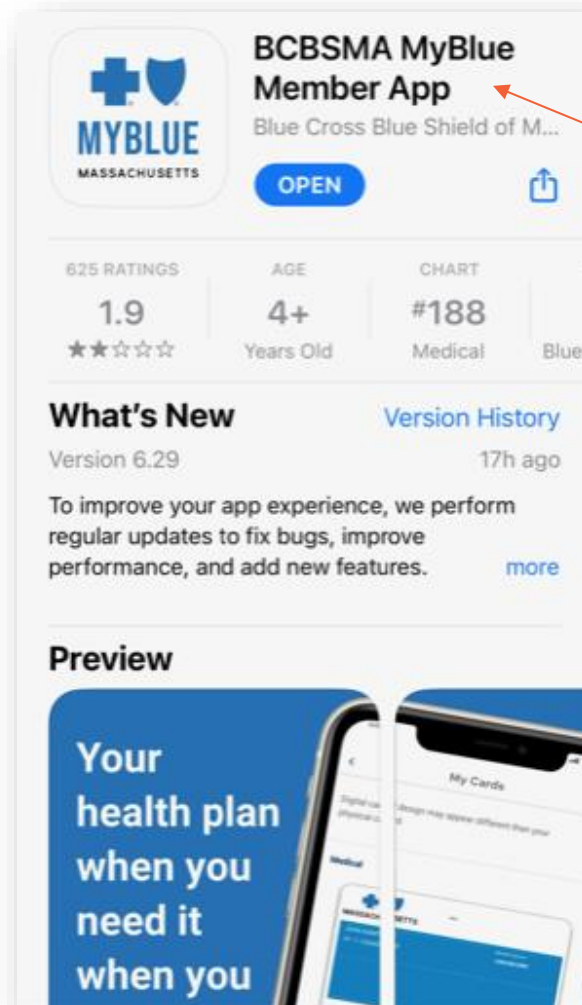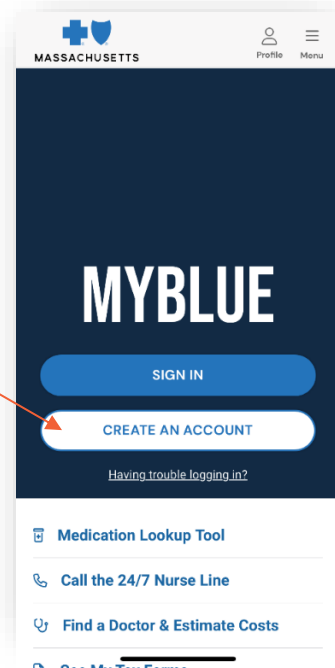**Blue Cross Blue Shield Mobile App** – With MyBlue, you can see all of your benefits, all in one place. Track your claims and view your benefits to keep up to date on coverage, deductible balances in real time, find a doctors or specialist, view your digital member ID card, get answers to your questions and more. The MyBlue mobile app has the same helpful tools and information available through the logged in portion of our Blue Cross website – find out more app benefits by clicking here.

To download the app, you can do so directly via the from the Apple App Store or Google Play Store be searching for "**MyBlue Massachusetts**" – a screenshot of the what this widget looks like is below for reference. It is important to note that the MyBlue app is compatible with Android OS 8.1 and above and Apple iOS 8 and above.
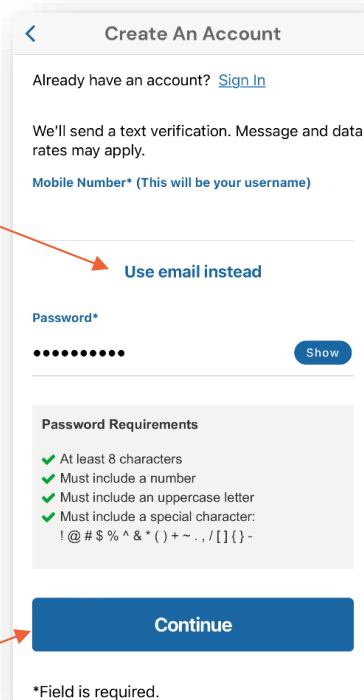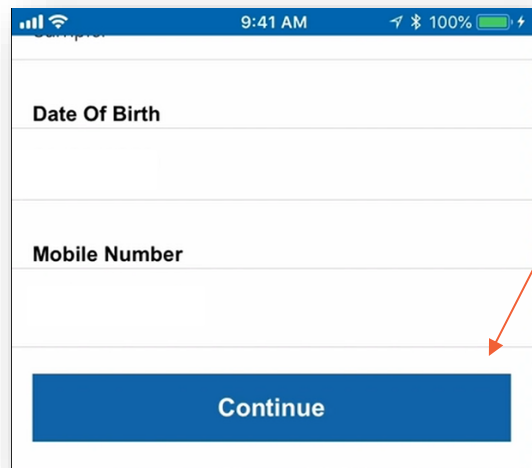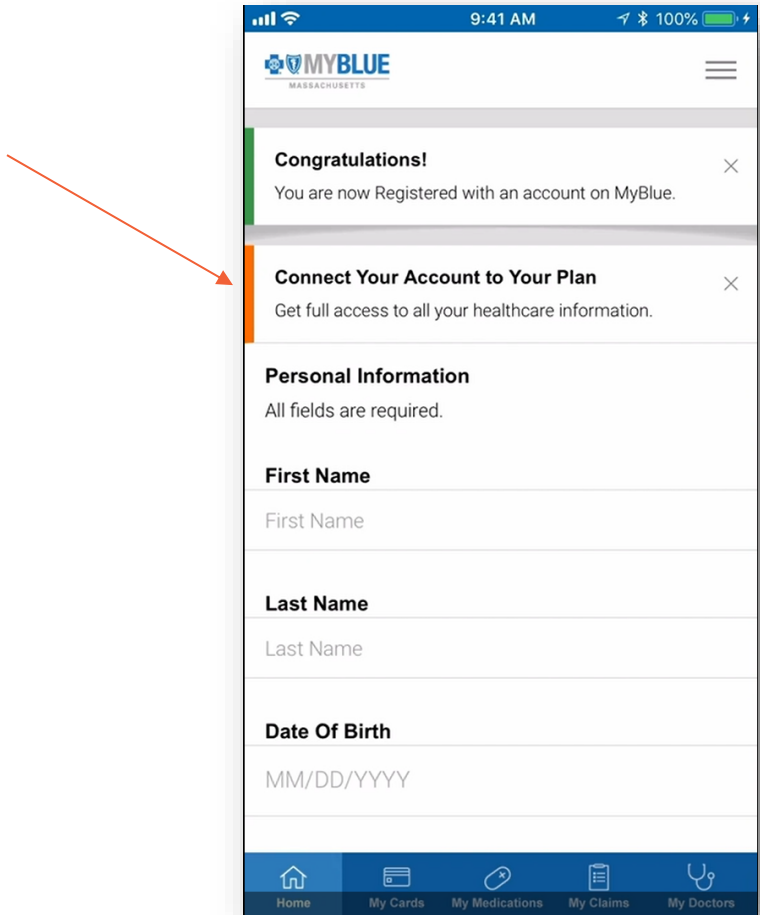
Once the app has been downloaded and launched, you will see a screen similar to the below screenshot. From here you can either "**Sign In**" if you already have an account or register to "**Create an Account**". To create a new account, you will simply click "**Create an Account**" located on the main screen.
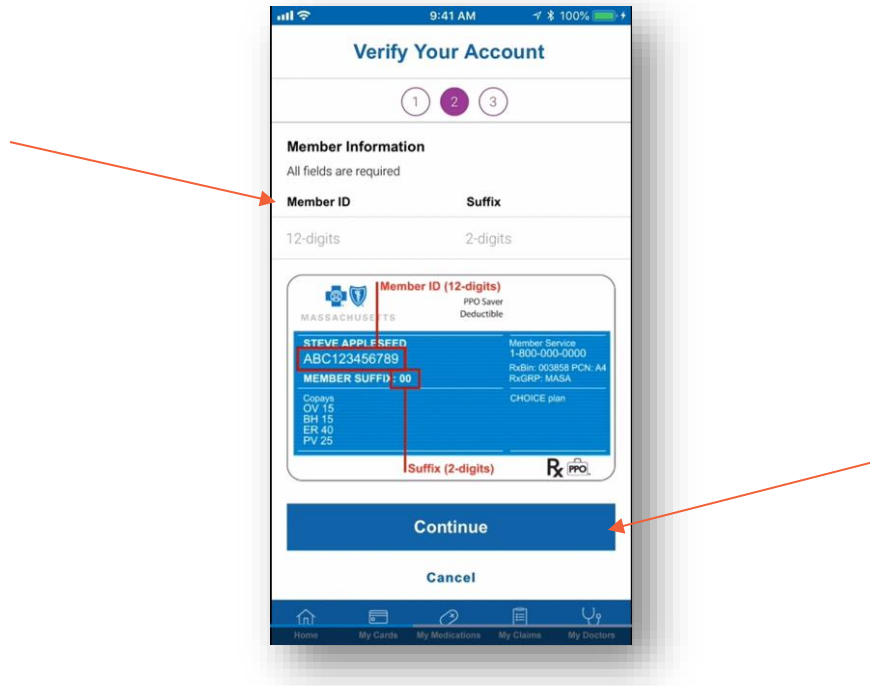

Upon clicking "**Create an Account**", you will be directed to enter a mobile phone number (or email if perfered) as well as create a password for your account. Once you have created a password that fits the criteria, suimply click "**Continue**".
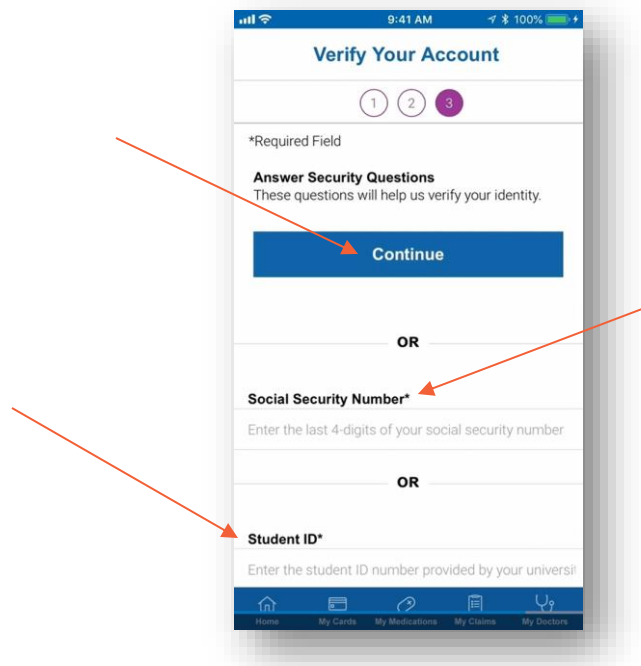
After clicking "**Continue**", you will be directed to enter your personal information. It is important to note that none of your personal information is stored on your phone. All information is encrypted and secured within a protected database with Blue Cross Blue Shield. Once you have entered and confirmed the information entered for accuracy, you will then click "**Continue**".
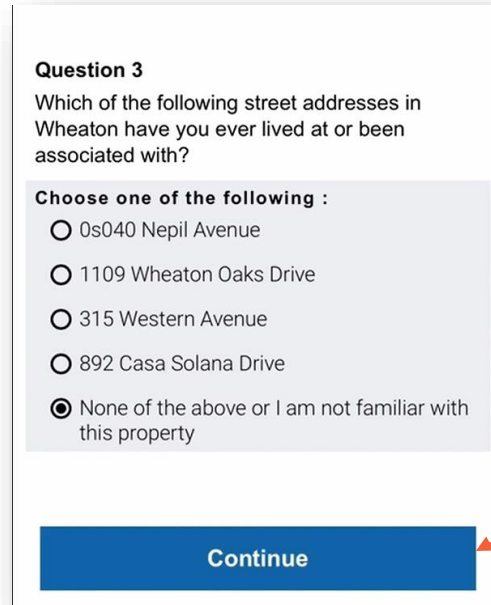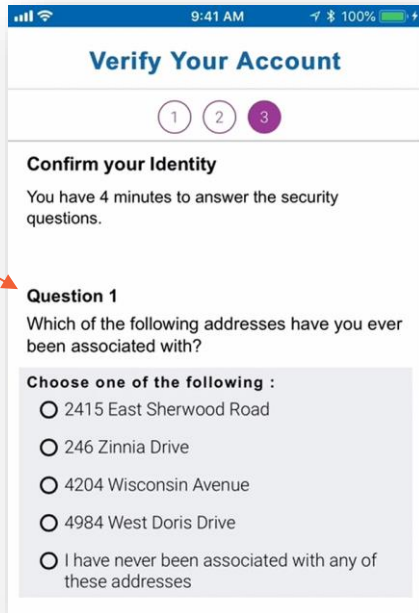
Next, you will be asked to enter your member information, which can be found on your Blue Cross Blue Shield card itself – see the below screenshot for reference. Your member ID number is a 9-digit number found on your Blue Cross Member ID card. When entering into MyBlue, enter only the numbers, not the letters preceding the number. Once you have entered and confirmed your entry for accuracy, you will click "**Continue**".

From here, you will be asked to either answer a series of security questions, enter your social security number, or enter your school ID. If you opt to answer the series of security questions versus the SSN or school ID, you will need to click "**Continue**" where designated on the page.

In the event that you opt to answer the security questions, you will be given a series of three pre-populated questions, screenshots provided below for reference, pertaining to your identity in some fashion. Upon answering the series of questions correctly, you will then click "**Continue**".

Lastly, you will be asked to enter a verification code sent via email / text message respectively. Upon entering you will see the Congratulations screen that confirms your account registration – from here you are able to "**Sign In to MyBlue**".